

# Enterprise Incident Report May 2012

As of 6/4/2012

GOED

## First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			High	Low	FCR Total
GOED	Application Services	Martin Gonzalez	0 0	1 1	1 1
		Tony Larsen	0 0	1 0	1 0
		<b>Assigned to Individual Total</b>	0 0	2 1	2 1
	Capitol Desktop Support	Chad Poll	0 0	5 4	5 4
		<b>Assigned to Individual Total</b>	0 0	5 4	5 4
	Capitol Hosting	Mike Tyrrell	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	1 1	1 1
		Vicky Marrelli	0 0	2 1	2 1
		<b>Assigned to Individual Total</b>	0 0	3 2	3 2
	Metro A Desktop Support	Robert Wall	0 0	14 8	14 8

# Enterprise Incident Report May 2012

As of 6/4/2012

GOED

			High	Low	FCR Total
GOED	Metro A Desktop Support	Assigned to Individual Total	0 0	14 8	14 8
	Metro A Help Desk	Cindy Schroeder	0 0	2 1	2 1
		Ed Conrad	0 0	3 3	3 3
		Assigned to Individual Total	0 0	5 4	5 4
	PCHELPS Gmail	Dawn Wayment	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Voice Operations	Julie Sabato	0 0	2 0	2 0
		Assigned to Individual Total	0 0	2 0	2 0
	Assigned Group Total		1 0	32 19	33 19
	Customer Company Total			1 0	32 19

# Enterprise Incident Report May 2012

As of 6/4/2012

GOED

## Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response		
			High	Low	MIR Total
GOED	Application Services	Martin Gonzalez	0 0	1 0	1 0
		Tony Larsen	0 0	1 0	1 0
		Assigned to Individual Total	0 0	2 0	2 0
	Capitol Desktop Support	Chad Poll	0 0	5 1	5 1
		Assigned to Individual Total	0 0	5 1	5 1
	Capitol Hosting	Mike Tyrrell	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	1 0	1 0
		Vicky Marrelli	0 0	2 1	2 1
		Assigned to Individual Total	0 0	3 1	3 1
	Metro A Desktop Support	Robert Wall	0 0	14 0	14 0

# Enterprise Incident Report May 2012

As of 6/4/2012

GOED

			High	Low	MIR Total
GOED	Metro A Desktop Support	Assigned to Individual Total	0 0	14 0	14 0
	Metro A Help Desk	Cindy Schroeder	0 0	2 0	2 0
		Ed Conrad	0 0	3 0	3 0
		Assigned to Individual Total	0 0	5 0	5 0
	PCHELPS Gmail	Dawn Wayment	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Voice Operations	Julie Sabato	0 0	2 0	2 0
		Assigned to Individual Total	0 0	2 0	2 0
	Assigned Group Total		1 0	32 2	33 2
	Customer Company Total		1 0	32 2	33 2

# Enterprise Incident Report May 2012

As of 6/4/2012

GOED

## Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .  
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and  
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			High	Low	ATTIR Total
GOED	Application Services	Martin Gonzalez	0 0.00	1 0.87	1 0.87
		Tony Larsen	0 0.00	1 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	2 0.44	2 0.44
	Capitol Desktop Support	Chad Poll	0 0.00	5 1.19	5 1.19
		<b>Assigned to Individual Total</b>	0 0.00	5 1.19	5 1.19
	Capitol Hosting	Mike Tyrrell	1 0.32	0 0.00	1 0.32
		<b>Assigned to Individual Total</b>	1 0.32	0 0.00	1 0.32
	Help Desk	Brenda Treadway	0 0.00	1 0.00	1 0.00
		Vicky Marrelli	0 0.00	2 9.00	2 9.00
		<b>Assigned to Individual Total</b>	0 0.00	3 6.00	3 6.00
	Metro A Desktop Support	Robert Wall	0 0.00	14 0.11	14 0.11

# Enterprise Incident Report May 2012

As of 6/4/2012

GOED

			High	Low	ATTIR Total
GOED	Metro A Desktop Support	Assigned to Individual Total	0 0.00	14 0.11	14 0.11
	Metro A Help Desk	Cindy Schroeder	0 0.00	2 0.00	2 0.00
		Ed Conrad	0 0.00	3 0.00	3 0.00
		Assigned to Individual Total	0 0.00	5 0.00	5 0.00
	PCHELPS Gmail	Dawn Wayment	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	1 0.00
	Voice Operations	Julie Sabato	0 0.00	2 0.35	2 0.35
		Assigned to Individual Total	0 0.00	2 0.35	2 0.35
	Assigned Group Total		1 0.32	32 0.84	33 0.83
	Customer Company Total			1 0.32	32 0.84

# Enterprise Incident Report May 2012

As of 6/4/2012

GOED

## Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
			High	Low	MR Total
GOED	Application Services	Martin Gonzalez	0 0	1 1	1 1
		Tony Larsen	0 0	1 0	1 0
		Assigned to Individual Total	0 0	2 1	2 1
	Capitol Desktop Support	Chad Poll	0 0	5 1	5 1
		Assigned to Individual Total	0 0	5 1	5 1
	Capitol Hosting	Mike Tyrrell	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	1 0	1 0
		Vicky Marrelli	0 0	2 1	2 1
		Assigned to Individual Total	0 0	3 1	3 1
	Metro A Desktop Support	Robert Wall	0 0	14 0	14 0

# Enterprise Incident Report May 2012

As of 6/4/2012

GOED

			High	Low	MR Total
GOED	Metro A Desktop Support	Assigned to Individual Total	0 0	14 0	14 0
	Metro A Help Desk	Cindy Schroeder	0 0	2 0	2 0
		Ed Conrad	0 0	3 0	3 0
		Assigned to Individual Total	0 0	5 0	5 0
	PCHELPS Gmail	Dawn Wayment	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Voice Operations	Julie Sabato	0 0	2 0	2 0
		Assigned to Individual Total	0 0	2 0	2 0
	Assigned Group Total		1 0	32 3	33 3
	Customer Company Total		1 0	32 3	33 3



# Enterprise Incident Report May 2012

As of 6/4/2012

GOED

## Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			High	Low	ATTR Total
GOED	Application Services	Martin Gonzalez	0 0.00	1 40.64	1 40.64
		Tony Larsen	0 0.00	1 4.96	1 4.96
		Assigned to Individual Total	0 0.00	2 22.80	2 22.80
	Capitol Desktop Support	Chad Poll	0 0.00	5 2.21	5 2.21
		Assigned to Individual Total	0 0.00	5 2.21	5 2.21
	Capitol Hosting	Mike Tyrrell	1 0.36	0 0.00	1 0.36
		Assigned to Individual Total	1 0.36	0 0.00	1 0.36
	Help Desk	Brenda Treadway	0 0.00	1 0.00	1 0.00
		Vicky Marrelli	0 0.00	2 9.36	2 9.36
		Assigned to Individual Total	0 0.00	3 6.24	3 6.24
	Metro A Desktop Support	Robert Wall	0 0.00	14 0.48	14 0.48

# Enterprise Incident Report May 2012

As of 6/4/2012

GOED

			High	Low	ATTR Total
GOED	Metro A Desktop Support	Assigned to Individual Total	0 0.00	14 0.48	14 0.48
	Metro A Help Desk	Cindy Schroeder	0 0.00	2 1.15	2 1.15
		Ed Conrad	0 0.00	3 0.80	3 0.80
		Assigned to Individual Total	0 0.00	5 0.94	5 0.94
	PCHELPS Gmail	Dawn Wayment	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	1 0.00
	Voice Operations	Julie Sabato	0 0.00	2 1.08	2 1.08
		Assigned to Individual Total	0 0.00	2 1.08	2 1.08
	Assigned Group Total		1 0.36	32 2.78	33 2.71
Customer Company Total			1 0.36	32 2.78	33 2.71

## Enterprise Incident Report May 2012

As of 6/4/2012

GOED
------

## Detail

<b>INC000000494686</b>	Kelly Day PCHELPS Gmail	Application Dawn Wayment	Error GOED	Gmail Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000506442</b>	Matthew Morgan Application Services	Application Martin Gonzalez	None GOED	Gmail Low	Closed	TIR Missed: No TTR Missed: Yes	0.87 40.64
<b>INC000000507742</b>	Dave Hansford Voice Operations	Telecom Julie Sabato	Coverage Path GOED	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.14 1.18
<b>INC000000508658</b>	Ricky Flores Capitol Hosting	Application Mike Tyrrell	Error GOED	None High	Closed	TIR Missed: No TTR Missed: No	0.32 0.36
<b>INC000000508707</b>	Jeffery Wansgard Metro A Desktop Support	None Robert Wall	None GOED	None Low	Closed	TIR Missed: No TTR Missed: No	0.08 0.09
<b>INC000000509517</b>	Tammy Villa-Humphries Capitol Desktop Support	None Chad Poll	None GOED	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000509520</b>	Diane Wilson Capitol Desktop Support	None Chad Poll	None GOED	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000509847</b>	Suzanne Redington Metro A Help Desk	Network Cindy Schroeder	Incident GOED	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	0.00 1.03
<b>INC000000510437</b>	John Bell Metro A Desktop Support	None Robert Wall	None GOED	None Low	Closed	TIR Missed: No TTR Missed: No	0.11 0.25
<b>INC000000510554</b>	Diane Wilson Capitol Desktop Support	None Chad Poll	None GOED	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000511254</b>	Sharon Cox Metro A Desktop Support	Print/Copy/Scan/Fax Robert Wall	None GOED	None Low	Closed	TIR Missed: No TTR Missed: No	0.01 1.72
<b>INC000000511805</b>	Doug Tanner Metro A Desktop Support	PC/Laptop Robert Wall	None GOED	None Low	Closed	TIR Missed: No TTR Missed: No	0.13 0.14
<b>INC000000512255</b>	Vatsala Kaul Help Desk	Mobile Devices Brenda Treadway	None GOED	Droid Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000512258</b>	Austin Becker Application Services	Application Tony Larsen	None GOED	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 4.96
<b>INC000000513004</b>	Clayton Scrivner Capitol Desktop Support	None Chad Poll	None GOED	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000513106</b>	Julian Tippetts Metro A Desktop Support	Network Robert Wall	Password GOED	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.02 0.08

# Enterprise Incident Report May 2012

As of 6/4/2012

GOED

<b>INC000000514657</b>	Sue Watson	None	None	None		TIR Missed: No	0.11
	Metro A Desktop Support	Robert Wall	GOED	Low	Closed	TTR Missed: No	0.60
<b>INC000000514664</b>	Vatsala Kaul	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Robert Wall	GOED	Low	Closed	TTR Missed: No	0.45
<b>INC000000515607</b>	Fred Lange	PC/Laptop	Error	Internet Explorer		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	GOED	Low	Closed	TTR Missed: No	1.81
<b>INC000000515977</b>	Tamy Dayley	Remote Connectivity	Performance	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	GOED	Low	Closed	TTR Missed: No	1.27
<b>INC000000516046</b>	Riley Cutler	Application	Error	Novell GroupWise		TIR Missed: No	0.44
	Metro A Desktop Support	Robert Wall	GOED	Low	Closed	TTR Missed: No	0.45
<b>INC000000516050</b>	Tamy Dayley	Network	Password	None		TIR Missed: No	0.39
	Metro A Desktop Support	Robert Wall	GOED	Low	Closed	TTR Missed: No	0.40
<b>INC000000516878</b>	Fred Lange	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	GOED	Low	Closed	TTR Missed: No	0.57
<b>INC000000517104</b>	Ariel Briggs	Telecom	Voice Mail	Telephone		TIR Missed: No	0.56
	Voice Operations	Julie Sabato	GOED	Low	Closed	TTR Missed: No	0.98
<b>INC000000517693</b>	Tamy Dayley	Network	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	GOED	Low	Closed	TTR Missed: No	0.23
<b>INC000000519476</b>	Rebecca Whitney	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: Yes	5.95
	Capitol Desktop Support	Chad Poll	GOED	Low	Resolved	TTR Missed: Yes	11.05
<b>INC000000519689</b>	Vatsala Kaul	Network	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	GOED	Low	Resolved	TTR Missed: No	0.13
<b>INC000000520146</b>	Suzanne Redington	Application	Error	Microsoft Office		TIR Missed: No	0.04
	Metro A Desktop Support	Robert Wall	GOED	Low	Resolved	TTR Missed: No	0.88
<b>INC000000522563</b>	Becca Whitney	None	None	None		TIR Missed: Yes	18.00
	Help Desk	Vicky Marrelli	GOED	Low	Resolved	TTR Missed: Yes	18.72
<b>INC000000524400</b>	Chuck Spence	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.12
	Metro A Desktop Support	Robert Wall	GOED	Low	Resolved	TTR Missed: No	0.15
<b>INC000000524598</b>	Marshall Wright	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.03
	Metro A Desktop Support	Robert Wall	GOED	Low	Resolved	TTR Missed: No	0.77
<b>INC000000524757</b>	Vicki Allison	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	GOED	Low	Resolved	TTR Missed: No	0.46
<b>INC000000524919</b>	Becca Whitney	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	GOED	Low	Resolved	TTR Missed: No	0.00